

Queensland Multicultural Policy “Our story, our future’ Queensland Multicultural Action Plan 2022-24

Annual Reporting for 2022–23 — *Department of State Development, Infrastructure, Local Government and Planning*

Key Action 1: Economic Participation

The Queensland Government will facilitate **economic participation** opportunities for people from culturally diverse backgrounds.

Agency Activities Supporting Key Action 1	Progress Status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Encourage increasing use of social clauses in tenders and contracts to purchase additional social benefits when contracting mainstream suppliers	<p>COMPLETE</p> <p>Engagement with social enterprises is encouraged for all procurement. Specific clauses are included in tender documentation for social benefits in all Significant Procurement Tender Templates</p> <p>Completed August 2022 with further training session delivered in August 2023.</p>	<ul style="list-style-type: none"> » The department delivered a Social Procurement Training session in August 2022 to highlight the importance of Social Procurement. A further session was conducted in August 2023. » Engagement with social enterprises is encouraged for all procurement. Specific clauses have been included in tender documentation for social benefits in all Significant Procurement Planning and Tender Templates since 2022. » All tender documentation includes clauses that require suppliers to confirm compliance with the Queensland Government Supplier Code of Conduct since January 2019. The Queensland Government Supplier Code of Conduct specifically outlines social expectation of suppliers (including health and safety, family and domestic violence, fair treatment of employees, human rights, workplace diversity and quality/secure local jobs.) and the requirement for suppliers to comply with relevant legislation.
Identify barriers and develop initiatives to improve access to Government small business and mentoring programs, QTenders and grants, by people from culturally and linguistically diverse backgrounds. Initiatives may include training, community information sessions, targeted advertising and website enhancements.	<p>COMPLETE</p> <p>Completed July 2023</p>	<ul style="list-style-type: none"> » Complex and lengthy procurement documentation was identified as a barrier. » Work has been completed to simplify procurement tender templates particularly for lower value / lower risk procurement activities, reducing the volume of documentation required for suppliers to review and respond.

Agency Activities Supporting Key Action 1	Progress Status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Promote awareness of the Social Traders Portal to staff to maximise social and commercial outcomes through procurement.	COMPLETE Completed July 2023 with further refresh occurring in September 2023	<ul style="list-style-type: none"> » Information regarding Social Procurement including links to the Social Traders Portal is available to all staff via the department's intranet. » Forward Procurement Pipeline data is reviewed to identify opportunities suitable for targeted procurement strategies.
Review agency grants processes to ensure they are accessible to applicants from new and emerging communities by using clear language, translating information where relevant, and providing constructive feedback on unsuccessful applications submitted by community organisations.	ON TRACK Part of the broader program – ongoing into future years	<ul style="list-style-type: none"> » This activity has commenced; however, is not yet at a stage that allows for identification of tangible outcomes achieved for this population in the 2022–23 reporting period.

Key Action 2: Recruitment and Workplace Culture

Barriers to participation facing culturally and linguistically diverse communities will be removed so they can join the Public Sector and Queensland Government boards, through **culturally inclusive recruitment practices and workplace cultures**.

Agency Activities Supporting Key Action 2	Progress Status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Promote opportunities through the use of trusted communication channels, targeted strategies and networks that reach culturally diverse audiences, including promoting temporary and other employment opportunities such as Graduate Programs.	ON TRACK Ongoing	<ul style="list-style-type: none"> » The department has taken additional steps to encourage the use of tailored and targeted advertising. » This included a new initiative to centrally fund the cost of advertising vacancies in additional media that appeals to audiences with diverse backgrounds. » The department's graduate program also provided an opportunity to promote the employment of people from culturally diverse backgrounds – including but not limited to attending careers fairs to network with international students and producing videos for social media that feature former international and culturally diverse graduates that have joined the department.

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<p>Implement initiatives to raise awareness about and address unconscious bias in recruitment</p>	<p>ON TRACK Ongoing</p>	<ul style="list-style-type: none"> » The department's internal information concerning recruitment and selection features information to make hiring managers/panel members aware of the issues with unconscious bias and the risk they may hold biases through the process that should be addressed to the extent possible. » Information is also shared through news stories – such as an 'unconscious bias tip sheet' in relation to a recent diversity-orientated webinar and through additional information about making reasonable adjustments through recruitment and selection processes. » The department also continues to offer unconscious bias training to all employees through an online learning module and is considering building this into requirements for selection panel participation.
<p>Revise recruitment and selection processes such as highlighting agency's recognition of the benefits of a diverse workforce and inclusive workplace in job descriptions to encourage culturally diverse talent to apply, addressing the impact of unconscious bias and considering the 'two in the pool' approach to shortlisting.</p>	<p>ON TRACK Ongoing – regular revision and continuous improvement</p>	<ul style="list-style-type: none"> » The department regularly reviews its role profile for impact and appeal to culturally diverse people. The department includes a statement about being an equal opportunity employer and seeking people from culturally diverse background in role descriptions. » Further, the department publishes a statement about cultural diversity alongside the Multicultural Action Plan on the 'working with us' pages of the departmental website which serves as an information source for prospective applicants. » The department is also undertaking a project to refresh materials and approaches associated with talent attraction and is working to ensure attraction strategies are as appealing as possible to different groups – including adjustments available through the selection process – and that modern and flexible approaches are taken to selection processes. » Implementation of the new Recruitment and Selection Directive and obligations for best suited recruitment in considering an inclusive and diverse workforce has commenced through information sessions, leadership briefings and resources.
<p>Capitalise on the skills and knowledge of existing bicultural and bilingual employees in the Queensland Government.</p>	<p>ON TRACK Ongoing professional development activities and recent project aimed at employee strengths</p>	<ul style="list-style-type: none"> » The department provides a range of ongoing professional development activities to its employees – including to employees of culturally and linguistically diverse backgrounds. This includes access to online training, including a vast suite of programs available through LinkedIn Learning, as well as attendance at training and professional development activities/opportunities. » The department is also undertaking work to reorient leadership and employee performance management/engagement around individual strengths. This approach has a strong benefit for those from diverse backgrounds who are encouraged to contribute in ways that most suit their style and preferences. » The department has also used existing employees from culturally and linguistically diverse backgrounds to promote itself as an employer (see above re graduate program).

<p>Collect, analyse and report on data relating to culturally and linguistically diverse recruitment, employment, retention and career progression to leadership positions.</p>	<p>COMPLETE General collection and analysis ongoing. Audit Report completed April 2023.</p>	<ul style="list-style-type: none"> » The department regularly reports on representation of people from culturally and linguistically diverse backgrounds in the workforce. This occurs through dashboards to track representation over time and is made available to departmental leaders and in standard reporting processes to relevant governance committees. » Periodic analysis of applicant data and other related metrics is also undertaken. Most recently this occurred as part of an Equity and Diversity Audit Report, which examined applicant pool data, representation – including through leadership roles, and perceptions in the annual Working for Queensland Survey (which, among other things, examines career progression).
<p>Develop strategies to address any identified under-representation of employees from culturally diverse backgrounds, including representation of Australian South Sea Islander peoples amongst agency staff.</p>	<p>ON TRACK Ongoing</p>	<ul style="list-style-type: none"> » The department continues work to attract and select employees from culturally diverse backgrounds. » Strategies deployed in the reporting period include advertising with role descriptions that provide clear statements about the department’s interest in people from these backgrounds as well as information about inclusive practices; developing and using recruitment collateral (eg videos) that feature employees who are bi-lingual and born overseas; and celebrating important days that acknowledge the importance of diversity and multiculturalism in Australia (such as Harmony Day) to support word of mouth recommendations for the department as an employer.

Key Action 5: Interpreters and Communication Strategies

Queensland Government agencies will ensure people who have difficulty communicating in English can access information and services at the right time and in the right manner, through **improved access to interpreters and implementing multilingual and multi-modal communication strategies**.

<p>Agency Activities Supporting Key Action 5</p>	<p>Progress Status for 2022–23</p>	<p>Outcomes achieved for people from culturally and linguistically diverse backgrounds</p>
<p>Develop tools, education, and support to help guide agency communication with culturally and linguistically diverse communities. This could include a focus on engagement of qualified interpreters in circumstances where people experience difficulties communicating in English, the provision of multilingual information and communication strategies and training staff in how</p>	<p>COMPLETE September 2022</p>	<ul style="list-style-type: none"> » Get Ready Queensland’s key preparedness resources have been re-designed through a co-design process with diverse communities to ensure they are accessible for all communities. They were launched September 2022, and have been co-branded for councils’ use. They are also used by TAFE Queensland to teach English.

Agency Activities Supporting Key Action 5	Progress Status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
to work with interpreters (building on learnings from COVID-19 and disaster preparedness).		
Develop targeted communication and engagement plans that consider multiple formats and modes of delivery, including use of Plain English and audio-visual resources, and targeted and trusted communication channels utilised by diverse communities.	COMPLETE November 2022	<ul style="list-style-type: none"> » The 2022–23 Get Ready Queensland campaign was developed to ensure messaging could be understood for all levels of English. The campaign results showed that for those who spoke a language other than English at home: <ul style="list-style-type: none"> – 55 per cent had unprompted recognition of the television commercial, compared to 52 per cent as the State-wide average – 26 per cent had unprompted recognition of social media compared to 19 per cent as the State-wide average – 16 per cent had unprompted recognition for posters and outside advertising, compared to 11 per cent as the State-wide average – 22 per cent could recall the IGA instore campaign compared to 10 per cent as the State-wide average – 64 per cent could recall an aspect of the campaign, compared to 58 per cent as the State-wide average. » The \$2 million in annual funding allocated to local governments to deliver Get Ready Queensland disaster resilience programs, also includes activities related to culturally diverse populations. Seven councils delivered CALD projects during 2022–23, at a total of \$100,000.

Key Action 6: Address Racism and Discrimination, and Promote Inclusion

Queensland Government agencies will ensure equitable and respectful opportunities and experiences for staff and customers from culturally and linguistically diverse backgrounds, through targeted initiatives to **address unconscious bias and racism and promote inclusion**.

Agency Activities Supporting Key Action 6	Progress Status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
Uplift the cultural capability of agency staff, to help them better understand their culturally and linguistically diverse colleagues and customers.	ON TRACK Ongoing	<ul style="list-style-type: none"> » The department provides ongoing opportunities for employees to engage in learning and development that supports an uplift in cultural awareness and understanding. This occurs through celebrations of key dates and events (such as Harmony Day) as well as training.

Agency Activities Supporting Key Action 6	Progress Status for 2022–23	Outcomes achieved for people from culturally and linguistically diverse backgrounds
		» Training programs offered by the department to its employees to assist in developing this aspect of capability include: <ul style="list-style-type: none"> – ‘Diversity in the workplace’ – ‘Managing unconscious bias’ – SBS Inclusion Program - ‘Appropriate Workplace Behaviour’ and ‘Cultural Diversity’
Senior Executives provide clear messages affirming the agency’s commitment to zero-tolerance to racism and discrimination and encouraging anti-racism initiatives in their agency.	ON TRACK Ongoing – Key communicate in reporting period	» The department takes opportunities for senior leaders to communicate about racism and discrimination through every-day work dialogue and in and around special events. Additionally, in the reporting period the department’s Director-General sent a message to all employees in response to the annual Working for Queensland Employee Opinion Survey which stated that despite low prevalence of these issues in the results, ‘no amount’ of discriminatory or racist behaviour in departmental workplaces was acceptable. » The department’s inclusion and diversity policy require that all managers and above challenge inappropriate behaviours and foster a workplace free from discrimination. » Senior executives’ performance agreements include objectives for providing leadership to a physical and emotionally safe, healthy, diverse, and inclusive workforce.
Review agency policies and practices to eliminate systemic discrimination	ON TRACK Ongoing – project with related benefits commencing	» The department maintains an inclusion and diversity policy that clearly states that the department does not tolerate discrimination. This is reviewed through the lens of annual Working for Queensland Employee Opinion Survey results – which gather perceptions about discrimination and discriminatory practices from all employees. Wherever possible/identified this information is used for continuous improvement efforts to address any existence of systemic discrimination. » An audit of the department’s equity and diversity during the reporting period identified that the department is attracting a good proportion of applicants from culturally diverse background when advertising job vacancies, but that this is not translating to appointments/engagements at the same rate. This information is being considered in a review and refresh of talent attraction efforts and approaches in the department.
Promote education, training and resources addressing systemic issues of racism, discrimination, diversity, and inclusion.	ON TRACK Ongoing	» As cited above, the department provides the opportunity for employees to engage in a number of training programs related to reducing/eliminating racism and discrimination while promoting inclusion and diversity. » This is complemented by periodic internal news stories with information about special days/events and staff members with diverse backgrounds.

